SYSTEM MAPPING PROCESS

IDEMC TUDELFT HAND-OUT

UNDERSTANDING THE EXISTING SYSTEM

1. **Make a timeline, how does the system work now?**
    - Draw a timeline
    - Do not start at the beginning
    - Make several timelines

- *Who experiences this timeline?*
    - *Client > Start with the client of a product, service: the moment one starts tot hink of the product/service. But also think of when something is gifted, disposed, bought 2nd hand)*
    - *Product / service > start from the raw material, to production, use and all the way to after-life*
    - *Other entity*

2. **The stakeholders**
    - Who are they?
    - Be as inclusive as possible
    - Go a level deeper in an organization, into specific people

- *What is their goal?*
    - *When are they successful? (sustainability, but also in terms of money productivity, time, users, less work, etc.)*
    - *What are their wishes and desires?*
    - *What is their attitude to the sustainability goal?*

3. **Show relationships**
    - Draw as many types of relations that are present in the system
        i. Relationships between people: connection, contact, communication
        ii. Material relations, energy, water, waste relations
        iii. Data, information relations
        iv. Monetary relations
        v. Relationship outcomes: products, decisions, policies, materials

- *Be as rich as possible, use string, to identify different relationships, this is the core of your GIGAmap*

4. **Be critical, scrutinize your map, validate with others**
    - Talk to others, let them draw on your map, co-create with them

Systemic Design Lab

TOWARDS A FUTURE SYSTEM

5. **Use your map to create a Future vision**
    - What if? Certain materials are not available anymore, no more cars, no more regulations etc.
    - What does the future look like? No more waste? No more waste collection needed?

6. **Zoom in**
    - Where to zoom in?
        - Which **person** is critical / essential / provides an opportunity?
        - What **process** is critical / essential / provides an opportunity?
        - Which **relation** is critical / essential / provides an opportunity?

7. **Analyse (find P-Points)**
    - What are pain points?
    - What are potential leverage points?
    - Which new relations can be added?
    - What is the goal of these new relations?
    - Which steps are needed to implement these new relations?
    - How does that bring value to your future vision?

    ➢ *If there is an obvious problem, this is a potential for improvement. Also, you can think of the P-points as potential actors, for example, in the sense of 'enablers' and 'blockers'.*

8. **Generate (find I-points)**

    ➢ *The following is the I-point checklist:*
    1. *Find resolutions to P-points.*
    2. *Find or create new relations.*
    3. *Look between the objects, and be relation focussed.*
    4. *See if you can combine elements in the map in new ways.*
    5. *Check for synergies.*
    6. *Back-check with the whole system to foresee and avoid unwanted and negative effects.*

9. **Be critical, scrutinize your map, validate with others**
    - Talk to others, let them draw on your map, co-create with them